

W-01212A-12-0309
SW-20445A-12-0310
W-03720A-12-0311
W-02450A-12-0312
W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ORIGINAL

ARIZONA CORPORATION COMM

UTILITY COMPLAINT FORM



0000142289

Investigator: Scott Friedson

Phone

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 108461

Date: 2/12/2013 Arizona Corporation Commission

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

DOCKETED

FEB 13 2013

First:

Last:

Complaint By: Mr. & Mrs. Kerry

Kidwell

Account Name: Mr. & Mrs. Kerry Kidwell

Home:

Street:

Work:

City: Mohave Valley

CBR:

State: AZ Zip: 86640

is:

Utility Company. Willow Valley Water Co., Inc.

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

2/12/13

*****WATER/SEWER*****W-01212A-12-0309, SW-20445A-12-0310, W-03720A-12-0311, W-02451A-12-0313, W-20446A-12-0314, W-01732A-12-0315*****OPPOSED*****

February 8, 2013

Arizona Corporation Commission
Consumer service section
1200 West Washington
Phoenix, Arizona 85007

RE: Docket Nos. W-01212A-12-0309, SW-20445A-12-0310, W-03720A-0311, W-02450A-12-0312, W-02451A-12-0313, W-2044A-12-0314 and Q01732A-12-0315.

Dear Sirs,

I am a resident of Mohave Valley Az. and Global and Willow Valley is our water company in this area. They are named in the above docket numbers, in regards to a 74.47% rate increase in our water bills. We have lived in our home since July 4, 2008. I had no problems until late 2009. I have copies of all my bills and correspondence since that date as some months I would get 3 to 4 bills for one month. We had to read or meter daily, and document daily. I documented weekly if someone came to visit, or I did laundry, I knew exactly how much water the washing machine used, my sprinklers, my toilets, I stopped using my dishwasher as I felt I really could not afford to. I didn't use my sinks to wash my dishes I purchased plastic pans so I could measure the water useage I do not feel I need to go into the entire mess we had to deal with in those years but it was Something we do not want to go through again..

I would get a bill anywhere from \$25.00 to \$226.10, my usage would range from 3000 gallons to 18,475 gallons. We called and called and got no where, so we contacted your office in Pheonix. Per our request we asked for a

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UTILITY COMPLAINT FORM

new meter even after they had installed a new meter. We were advised that if the meter they send back was reading correctly we would have to pay \$35.00 for the inspection, we agreed. We were talking to Debra a supervisor in Pheonix at this point. We never heard a word about all the money we paid because their meter was not functioning properly. Our bills started to match my reading then.

Global water and Willow Valley water companies got a large rate increase less than 2 years ago and their answer they gave us at that time was "we haven't increased the rates for 5 years". Well here we are again, they want to increase again, not just a little rate increase almost 75%! If you check with the residents in this valley they will tell you, the water is not drinkable, we don't even give this water to our pets. We had a water softening company tell us that they didn't even know water like ours was even legal. So we had to buy a very expensive water softener because of the water.

We have several issues with our water company, so I have no idea why they think they Deserve a revenue increase. They have improved the water from red to light brown, but I do know how much they had to spend to accomplish that task. But that was appreciated as our clothes were turning red and brown.

Most of us can't get to Pheonix on July 15th to attend the hearing, but I wanted to at least let someone know that this cant continue. If they want more revenue from us then we want clean clear drinkable water from them. Try a glass of our water on us!.

Thank you for your attention regarding this matter.

Mr. & Mrs. Kerry Kidwell

Mohave Valley, Az. 86640

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Entered for the record and filed in docket number: W-01212A-12-0309, SW-20445A-12-0310, W-03720A-12-0311, W-02451A-12-0313, W-20446A-12-0314, W-01732A-12-0315. CLOSED.

End of Comments

Date Completed: 2/12/2013

Opinion No. 2013 - 108461
